

# Clipper® Executive Board

May 20, 2024

Agenda Item 4a

## Clipper® Schedule, Implementation, and Deployment Update

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### **Subject:**

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

### **Background:**

#### **Next Generation Project Schedule**

The start of Customer Transition is being deferred beyond the summer of 2024. At the March 25, 2024 CEB meeting, we reported that we had begun piloting the next-generation system on five operators: SFMTA, Golden Gate Ferry, San Francisco Bay Ferry, Caltrain, and SMART. After compiling data and test results from this pilot, we have identified issues that need to be resolved before we can continue to the next phase of testing.

Our fundamental goal has been to ensure minimal disruption to current Clipper users and maintain seamless operations, which requires the new equipment to operate within the old system. These program challenges have proven to be more difficult than had been estimated. We are navigating a highly dependent systems integration process with multiple vendors, and all the work must be completed prior to the next pilot test phase.

It has become clear that summer 2024 is no longer feasible. Our focus continues to be expedited resolution of issues, robust testing, and a smooth customer experience now and during transition to the next generation system. We will continue to monitor progress on critical path items and report back to this Board by September 2024 as we get more schedule certainty.

#### **Next-Generation Schedule Risks**

The project team reviews the risks to the next-generation system each month and have updated the list of risks below to reflect lessons learned from the current phase of pilot testing:

- Completion of all hardware installation, including installation projects by transit operators (e.g., BART network deployment and station TR4 installations), and the

delivery of Cubic-provided training materials by transit operators to their staff on the operations and maintenance of the new hardware.

- Coordination of the various project components with multiple contractors (e.g., working with the customer service contractor, fare media and services suppliers, and transit agency vendors for integration with ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems).
- Availability of next-generation system fare media for the completion of software development and testing.
- Unplanned test procedure review cycles and software updates prior to the start of pre-Transition System Integration Testing.
- Completion of production environment testing to confirm system configuration is correct before the start of pre-Transition pilot testing.
- Configuration of system access for MTC, transit operator, and other next-generation contractor staff for critical back-office functions needed to evaluate pilot and full operations results.

Cubic, MTC and transit operator partners are working closely together to keep making progress on these risks and the tasks on the critical path. Staff will continue to provide monthly updates to this Board on our progress.

### **Next-Generation Implementation**

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering the next-generation system; upcoming activities and deliverables for MTC, Cubic, and the transit operators; and other noteworthy items managed by the project team.

### **Next-Generation Equipment Deployment**

Installation of stand-alone platform and on-board Clipper readers are substantially complete on all operators except for the WestCAT installation, which will start in June following the implementation of WestCAT's CAD/AVL integration solution. BART continues to make progress with the installation of next-generation readers (TR4s) at its fare gates but is still waiting for production-ready software for its ticket machines. Cubic will begin installation of SFMTA fare gate readers this spring.

**Issues:**

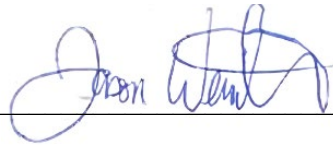
None identified.

**Recommendations:**

Information

**Attachments:**

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Installation Pictures



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